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Those documents which are marked with a double asterisk (**) next to the Cite No. in the attached form PTO/SB/08 are not supplied because they were previously cited by or submitted to the Office in a prior application number 09/140,453, filed August 26, 1998 and relied upon in this application for an earlier filing date under 35 U.S.C. 120.


In accordance with 37 CFR 1.97(g), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined in 37 CFR 1.56(a) exists. In accordance with 37 CFR 1.97(h), the filing of this Information Disclosure statement shall not be construed to be an admission that any patent, publication or other information referred to therein is “prior art” for this invention unless specifically designated as such.

It is submitted that the Information Disclosure Statement is in compliance with 37 CFR 1.98 and the Examiner is respectfully requested to consider the listed references.

Our check in the amount of \$180.00 covering the fee set forth in 37 CFR 1.17(p) is enclosed. The Commissioner is authorized to charge any deficiency of up to \$300.00 or credit any excess in this fee to Deposit Account No. 04-0100.

Dated: November 10, 2004

Respectfully submitted,

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Substitute for form 1449A/B/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)				Complete if Known	
				Application Number	09/664,775
				Filing Date	September 19, 2000
				First Named Inventor	Mordechai Nisani et al.
				Art Unit	2152
				Examiner Name	Dung C. DINH
Sheet	1	of	1	Attorney Docket Number	1385/4 (03331/1201982-US1)

U.S. PATENT DOCUMENTS					
Exami ner Initials *	Cite No. ¹	Document Number Number-Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	**AA	US-5,351,243	09-27-1994	Kalkunte et al.	RECEIVED NOV 16 2004 Technology Center 2100
	**AB	US-5,430,709	07-04-1995	Galloway	
	**AC	US-5,515,376	05-07-1996	Murthy et al.	
	**AD	US-5,664,226	09-02-1997	Czako et al.	
	**AE	US-5,689,641	11-18-1997	Ludwig et al.	
	**AF	US-5,742,833	04-21-1998	Dea et al.	
	**AG	US-5,964,839	10-12-1999	Johnson et al.	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				
	BA	WO-97 41674 A	11-06-1997	3 Com Corp.		
	BB	WO-99 44363 A	09-02-1999	Ridgeway Systems and Software		
	BC	WO-00 28425 A	05-18-2000	Genesys Telecomm Lab Inc.		
	BD	WO-00 52916 A	09-08-2000	Gric Communications Inc.		
	BE	EP-0 841 832 A2	05-13-1998	AT&T Corp.		

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	CF	SCHULZRINNE et al.: "RFC 1889: RTP: A Transport Protocol for Real-Time Applications," NETWORK WORKING GROUP REQUEST FOR COMMENTS, Jan. 1996 (complete document, pages 1-75).	
	CG	Madeline Bodin, "Keeping An eye On Your Agents," Call Center Magazine, Feb. 1993, 4 pages	

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.

Examiner Signature		Date Considered	
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